

INFORMATION DISCLOSURE STATEMENT
(Use several sheets if necessary)Applicant
James, et al.Filing Date
September 29, 2000Group No.
2643

U.S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
R.C.F.	5,572,570	11-5-1996	Kuenzig	379	1	
	5,592,538	1-7-1997	Kosowsky, et al.	379	93	
	5,802,526	9-1-1998	Fawcett, et al.	707	104	

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FOREIGN PATENT DOCUMENTS

Document Number	Date	Country	Class	Subclass	Translation	
					Yes	No

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

R.C.F.	"Call Center Command Server Definition", Analysis and High Level Design, Rockwell Electronic Commerce, August 12, 1998, 44 pgs.

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Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.